

New Care Formby OPCO Limited

Formby Manor Care Centre

Inspection report

Liverpool Road
Formby
Liverpool
L37 6BU

Tel: 01704339090

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Formby Manor Care Centre is a residential care home providing personal and nursing care to 34 people aged 65 and over at the time of the inspection. The service can support up to 76 people across two floors, each of which has separate adapted facilities. One of the floors specialises in providing care to people living with dementia.

People's experience of using this service and what we found

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. People's needs were assessed, and care was delivered in line with their preferences and choices. Staff received support, induction and training to ensure they had the skills to carry out their role.

People told us they were happy living at the home and were treated with respect. Staff knew people well and spoke about people in respectful and caring ways.

People were supported to access a comprehensive programme of activities and people's spiritual wellbeing was promoted. The provider was thoughtful and compassionate about how they supported people receiving end of life care and worked in partnership with other professionals to ensure comfortable and considerate care was provided.

Staff were aware of their responsibilities in safeguarding people from abuse. Risks were well managed. Care records gave clear guidance to staff on what needed to happen to keep people safe, whilst respecting people's choices. Staff had received training to guide them on managing risks. Health and safety checks in the home had been carried out. There was a programme of regular maintenance to the building and servicing of equipment. Medicines were managed safely. Safe systems of recruitment were in place.

Staff were complimentary about the support they received from the registered manager and the wider management team. The registered provider and manager were committed to ensure continuous improvements were made at the service. The registered manager was passionate about further increasing the range of activities available and the home's presence in the local community.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

This service was registered with us on 19 July 2019 and this is the first inspection.

Why we inspected

The inspection was prompted in part due to concerns received about person-centred care. A decision was made for us to inspect and examine those risks.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the responsive section of this full report.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Details are in our safe findings below.

Good ●

Is the service effective?

The service was effective.

Details are in our effective findings below.

Good ●

Is the service caring?

The service was caring.

Details are in our caring findings below.

Good ●

Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good ●

Is the service well-led?

The service was well-led.

Details are in our well-Led findings below.

Good ●

Formby Manor Care Centre

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

Inspection team

The inspection was carried out by two inspectors, a specialist nurse advisor and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Formby Manor Care Centre is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and HealthWatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

During the inspection

We spoke with nine people who used the service and received feedback from 14 relatives about their

experience of the care provided. We spoke with or received feedback from 23 members of staff including the registered manager, deputy manager, training manager, nurses, senior care workers, care workers, the wellbeing team, the hospitality manager, the maintenance officer, the housekeeping team and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We also received feedback from three health and social care professionals about the care at Formby Manor Care Centre.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe, while being supported at the home. One person said, "The home is very nice, and I feel safe here. Staff care for me well."
- Family members said they felt happy that their relatives were being cared for in a safe environment. One family member told us, "The staff at Formby Manor keep [Name] safe. They do their best to prevent them falling and look after and manage them appropriately when they do fall."
- People were safeguarded from abuse and neglect by staff who had received training and understood what actions to take to protect people.
- Staff were also aware of the provider's whistleblowing policy and how to contact outside agencies if they were concerned.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- People were supported in ways that promoted their safety, welfare and choice. Assessments were person-centred and identified risks from people's care, the home environment and healthcare conditions they were being supported with.
- Staff were provided with clear and detailed information about how to support people safely. In addition to specific risk assessments, such as the risk of falls or risk of pressure related injuries, the identification of risks and the action to mitigate those risks were integral to people's care plans.
- People who required additional support with their behavioural needs had a detailed communication support plan in place. For example, one person's plan identified triggers for the behaviours, early warning signs and the action staff could take to support the person and reduce the risks posed by their behaviour.
- Staff completed fire safety checks appropriately; people had personal evacuation plans in place to guide staff on how to support them if they needed to be evacuated in an emergency.
- The provider had developed the 'hot topic huddle' to learn lessons from incidents. This model of learning had been implemented following an incident that had taken place and involved staff receiving 'on the spot' training whilst they were working. The registered manager told us that best practice was routinely shared across all the provider's homes.

Staffing and recruitment

- There was an ample number of staff on duty on the day of the inspection. People told us that staff provided prompt support when they needed it, with the exception of one person who said they had occasionally had to wait longer than they expected for staff to answer their call bell.
- Staff recruitment was robust. Staff were subject to screening to ensure they were suitable candidates to work in the care sector.

Using medicines safely

- People's medicines were managed safely. Staff who administered medicines were competent for this role and supported people in a caring and patient way. Records showed that people received their medicines as prescribed.
- Medicines that are controlled drugs (subject to stricter control because of the risk of misuse) were stored and handled safely.
- Protocols describing when to administer any medicines prescribed 'when required' were kept with people's medication administration records. Protocols were up to date. Medicines prescribed 'when required' to relieve pain or agitation were used appropriately.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- Contingency plans were in place to ensure the home kept running safely throughout the Covid-19 pandemic. The registered manager told us, "When the [Covid-19] pandemic commenced we immediately implemented recommended guidance from the World Health Organisation. We excluded staff who were presenting with the broader range of identified symptoms. We also provided and used additional PPE, implemented an enhanced cleaning regime, implemented additional health checks on staff, residents and essential visitors which helped us to reduce the risks of infection."

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law;
Supporting people to eat and drink enough to maintain a balanced diet

- People's needs were assessed prior to admission by a member of the management team to ensure that the service could meet their needs. The assessment captured information about people's needs and preferences which were revisited 72 hours after admission to ensure their wishes were being adhered to.
- People's dietary needs are captured prior to admission and the head chef visited them the day after arrival to discuss diet and menu choices. The catering and hospitality team monitored and reviewed people's needs and preferences regularly to promote person-centred care. A relative told us, "Food is excellent, and they will always prepare an alternative if [Name] wishes."
- People shared a range of feedback about the food. It was described as 'delicious', 'excellent', 'fine' and just 'ok'. Everyone we spoke with thought there were plenty of options to choose from and they could request something different if they wished. One person told us that they had made a complaint that there were not enough fresh vegetables at each meal but said there had been 'some improvement' in fresh produce noted recently.'

Supporting people to live healthier lives, access healthcare services and support; Staff working with other agencies to provide consistent, effective, timely care

- Staff were vigilant to people's health needs. For example, a serious health risk was identified for one person and the staff followed this through with referrals to appropriate health services.
- Staff worked closely with other agencies to offer a holistic model of care to people. One health and social care professional told us, "What makes the work of Formby Manor Care Centre so effective is that they do not wait until their patients are in hospital to request support. They are proactive in seeking additional training." Another one said, "We have always found the team to respond promptly to the patients care needs with no delay in contacting us when support is required."
- People had regular access to regular physical activity. One person said, "I especially enjoy doing yoga." There was also a walking group, gardening group and exercise class.

Staff support: induction, training, skills and experience;

- Staff completed their induction and mandatory training with the resident training coordinator which included online learning sessions. The provider held a high compliance rate in training. One staff member said, "The initial training to prepare us for our different roles was excellent and we have continued to receive regular refresher training throughout the year." Another said, "We have the opportunity to complete further qualifications. The company really invest in us."
- Staff told us they would like access to specialist dementia training to empower them with the skills to

improve their practice even further.

Adapting service, design, decoration to meet people's needs

- The service was purpose built and designed to meet people's needs. The gardens were well maintained and had outdoor furniture and plants which created a pleasant environment for people to enjoy.
- People were monitored in the least restrictive and intrusive manner by 'acoustic monitoring' which picked up on sounds people made in their bedrooms to alert staff when people needed support. The system was bespoke to people's individualised needs, with their consent. The registered manager told us, "The acoustic monitoring system means people are not disturbed when they are asleep and helps to reduce falls and hospital admissions". For example, the system picked up the movement in a bedroom of one person who could not verbally request support. This meant that staff could go and support them when required.
- We saw the environment was well designed and had effective dementia friendly décor. This included signage, names and meaningful personalisation on bedroom doors.
- The home had wide range of facilities, such as a spa, a library, a hairdressing salon. One person told us, "I like to get involved in the activities and enjoy sitting outside in the garden."

Ensuring consent to care and treatment in line with law and guidance;

- The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to legally deprive a person of their liberty had the appropriate legal authority and were being met.

- The management team had made the appropriate applications to deprive people of their liberty to the relevant supervisory body (local authority). We saw that information was available to guide staff on the MCA and DoLS procedures.
- Assessments had been carried out to determine whether a person lacked capacity. The electronic care planning system pad that staff used clearly identified if a person lacked capacity and if they had a DoLS in place, so they could be appropriately supported.
- The management team signposted people who lacked capacity to the local authority and advocacy services to assist with their decision making. For example, one person was referred to an independent mental capacity advocate (IMCA) to support them to make a decision about where they wanted to live.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity; Respecting and promoting people's privacy, dignity and independence

- People told us, "The staff are first class and are always willing to help me" and " The staff are kind to me and treat me as a human being. I couldn't ask for more and feel very at home."
- Staff told us they enjoyed working at the home, which made for a pleasant and inclusive atmosphere. We observed numerous examples of staff interacting with people in a caring way.
- Relatives also shared very positive feedback with us. Comments included, "[Name's] health and wellbeing are improving every week. In very difficult circumstances the care staff I have met at Formby Manor have shown great kindness towards [Name] and me"; "I don't think [Name] could be anywhere better" and "The care [Name] is receiving there is second to none from all the staff. Every member of staff knows their name and stops for a chat."
- Staff at Formby Manor regularly liaise with the community faith leaders and 'streamed' services from the local church each Sunday. The registered manager told us, "We have built a strong relationship with [Name of faith leader] who is now a volunteer in the home, which enabled him to have the vaccine. This has enabled him to visit his vulnerable parishioners in the community."
- People told us they were supported to maintain their independence. One person said, "Staff treat me with dignity and respect and I feel listened to. They encourage me to do as much as possible myself."

Supporting people to express their views and be involved in making decisions about their care

- Staff knew people well and ensured people were involved in decisions about their care. We saw staff explaining the task they wanted to carry out and they only proceeded when they had consent from the person to do so.
- People's likes, and dislikes were recorded in care plan documentation and we saw staff had a good understanding of people's preferences.
- Regular meetings took place with the managers including front of house managers and activities organisers to check that people were happy with the service they received.
- The service ensured they maintained their responsibilities in line with the General Data Protection Regulation (GDPR). GDPR is a legal framework that sets guidelines for the collection and processing of personal information of individuals. Records were stored safely and access on electronic devices was set on a permission system which maintained people's confidentiality.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's needs were met through good organisation and delivery.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People had access to a range of innovative and engaging activities. This meant people's wellbeing, aspirations and wishes were explored and they were encouraged to live as full a life as possible. Each person at Formby Manor had a detailed wellbeing and activity plan in place.
- People were regularly consulted to provide feedback about activities so staff could provide a tailored approach to activities. For example, one person and keen artist used the interactive 'magic table' to create art. A 'tiny tablet' allowed people to use the internet. For example, people had undertaken a virtual tour of Buckingham Palace.
- Staff had set up a 'wish tree' to capture people's dreams and aspirations,. They were prepared to go to extra lengths to help them achieve their ambitions. For example, they had arranged for two people to visit their favourite football club, and meet with one of their star players. Another person wanted to appear on television so staff arranged for this to happen in celebration of a milestone birthday. Staff told us they planned to make more people's dreams come true when the easing of restrictions allows people to venture out to more public places.
- During the pandemic people had elected to have treat days which included; pamper days and making the local football derby match a memorable event with refreshments. Special events like birthdays and festivals had been celebrated, cocktail evenings organised, and the home was actively making links with the local community. For example, children from the local school had provided musical entertainment in the courtyard.
- Staff made a great effort to ensure people had contact with their loved ones. One person's relatives and friends lived abroad and staff had supported all parties to enable video calls to keep in touch.
- People's wellbeing and activity engagement was reviewed monthly and a new 'oomph' activity programme was embedding and hoped to deliver a range of activities and resources to keep people stimulated and occupied. In addition to one to one support for people, there was a weekly activity schedule featuring an impressive range of activities which included; art class, seated yoga, quizzes, walking group and baking. A relative told us, "The staff work very hard to arrange entertainment and activities for the residents and ensure they remain involved and stimulated." Another relative said, "She has a new lease of life and has shocked us all by how much she interacts with all of the activities on offer."
- People said they enjoyed the activities available. Two staff members told us that they thought more could be done to engage people from the dementia community in activities. A 'you said, we did' board was updated when a suggestion by a resident, relative or staff member has been completed.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences; End of life care and support

- People's care records and were informative and reflective of the care and support being delivered and people's personal preferences, likes and dislikes. A relative told us, "The staff recently contacted me over the phone to go through [Name's] care plan which was great. The staff always follow through on things."
- The provider was thoughtful and compassionate about how they supported people receiving end of life care and worked in partnership with other professionals to drive improvement in their delivery of end of life care. The home had sourced a specific phone so staff can conduct video consultations during the pandemic.
- Staff ensured that where people had planned for care their wishes were granted. For example, staff ensured one person could return to Formby Manor from hospital as they had requested. They enlisted the spiritual support of the local priest and ensured the person was as comfortable as possible with the company of their closest relatives.
- Health and social care professionals were unanimously positive about the personalised care provision at Formby manor. The registered manager told us, "We collaborate closely with the local hospice to provide support for residents nearing end of life. Our nurses and senior carers have attended training courses relevant to role, such as advance care planning, verification of death, drinking and eating at end of Life, communication to relatives, syringe drive and symptom control."

Improving care quality in response to complaints or concerns

- The management team were accessible to people, relatives and staff if they wanted to raise any concerns. In the absence of the registered manager there was always a member of the senior management team who could be contacted.
- Relatives told us that the staff at Formby Manor were receptive and responsive to concerns. A relative said, "The management team do respond promptly to concerns. In particular, the reception staff cannot do enough for you." Just one relative told us that they were not completely satisfied that concerns about clothing had been resolved but the management team had responded to that concern and all others received, in line with their complaints policy.
- Three relatives told us they would appreciate a regular group zoom call because they did not use social media and thought this might help them keep up with the latest events.
- We saw that the home had received many compliment and 'thank you' cards from relatives. Comments included, "Thank you, your staff have been so welcoming to both myself and [Name]"; "Thank you so much for everything it is a relief to know that [Name] is being looked after so well by all the team" and "To all the staff, many thanks for the care and dedication you have shown over what has been many difficult months."

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- People could see that activities available were available in pictorial format. People could choose from plated meals as they were ready to be served.
- People's care records included their communication needs. For example, one plan said staff should give the person time to respond and use facial expressions and gestures to make their needs known.
- The management team could provide information in large print or different languages on request.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

This is the first inspection for this newly registered service. This key question has been rated good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The provider had invested in innovative technology to achieve positive outcomes for people and improve their safety and sense of wellbeing. We saw some examples of outcomes for people that met our rating characteristics criteria of 'outstanding'. However, this was the first rated inspection at Formby Manor and we needed further evidence of sustainability to award an rating of outstanding.
- The registered manager and provider promoted a culture where staff felt valued. They recognised that caring for people in a person-centred way was a highly skilled and responsible role. There was a strong organisational commitment and effective action towards ensuring that there was equality and inclusion across the workforce.
- There were high levels of satisfaction across all levels of staff. Staff were motivated by and proud of the service. They told us the management team and provider had been extremely supportive throughout the pandemic. Staff comments included, "The service is well-led. I have full support from the home manager and deputy manager. They guide me when I need advice or support. Nothing is ever too much but most importantly they listen to me." And "The care I have received from Formby Manor has been amazing. This past year especially has been really tough both at work and at home and I have had nothing but support. There is always someone to speak to."

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong; Continuous learning and improving care

- People, relatives and staff were complimentary about the registered manager and the rest of the management team. The registered manager and deputy manager consistently modelled a person-centred way of working with people who used the service, and the staff team.
- Concerns were investigated in a sensitive and confidential way, and lessons were shared and acted on.
- The service measured and reviewed the delivery of care against good practice guidance. Leaders and managers ensured that good practice was shared and acted on throughout the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The registered manager and wider management team were passionate, and the staff team were fully committed to working towards becoming an outstanding care home.
- The provider had a range of audits in place to ensure standards were maintained in line with the providers expectations. Actions identified through the audit system were addressed appropriately and in a timely way.

- Management systems identified and managed risks to the quality of the service. Legal requirements, including about conditions of registration and managers, were understood and met.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others;

- The provider and management team valued their staff team and provided a number of staff incentives. For example, there was a monthly nomination process where people could praise staff and they would get a gift. Staff felt well supported in their roles. They told us training and professional development was encouraged and supported.
- The registered manager and staff team had effective relationships with external professionals. This meant people received appropriate support when they needed it.
- The service sought to engage people and relatives in various ways. For example, creating a social media page and updating relatives via email. Relatives said the service had kept them informed during the pandemic. One relative said, "I would like to praise the professional attitude of both management and care staff. The overall demeanour of the staff ensure that residents are given a first-class service."
- The service was transparent, collaborative and open with all relevant external stakeholders and agencies. It worked in partnership with key organisations to support care provision, service development and joined-up care. We received positive feedback about the home from the local authority quality assurance teams.